

**TABLET INSTRUCTIONS**

**FOR LONG-TERM CARE FACILITIES, RESIDENTS, AND FAMILIES**

The New Mexico Aging and Long-Term Services Department (ALTSD) is providing tablets and Microsoft Teams to residents of nursing and assisted care facilities to ensure they have a method to communicate with their families and friends for the duration of the COVID-19 Public Health Emergency.

The attached document provides instructions for facilities personnel and outlines the process of scheduling meetings between residents and their family/friends.

For technical issues with the tablets or Microsoft Teams, please contact the ALTSD IT Helpdesk at:

**ALTSD.HELPDESK@state.nm.us**

**(505) 476-4521**.

**Setting up a meeting Microsoft Teams**

**Setting up a meeting on a Tablet device**

1. If Microsoft Teams is not already open on the tablet, click the **Microsoft Teams** icon  to launch the application

2. Click the **Calendar** icon at the bottom of the screen



3. Schedule a ***New Event*** by clicking the **Calendar** button 



4. Complete the following fields:

**a. Title:** *i.e. Mrs. Jones Family Meeting*

**b. Add participants:** *add required attendees e-mail address(es)*

c. **Schedule the time:** *beginning to end*



5. When adding participants, enter the full e-mail address(es) of the family members/friends

a. Once entered, click **Invite *“email address”*** to add the e-mail to the meeting



b. After the e-mail address has been clicked, it will **“confirm”** and add it to the participants list



c. After the fields have been completed, click the check box in the upper right hand corner to save

i. Once the save button is clicked, the e-mail will be sent to the recipients



**How to join a meeting**

**Residents**

1. Click the **Calendar** icon on the bottom of the screen



a. A list of scheduled meetings will appear

b. Click the **Join** button



2. On the next screen, ensure that **Video** and **Mic** are on

a. Click **Join now**



**Families and friend who receive an email invite**

1. Families/friends will receive an email similar to the one shown below

a. Click **Join Microsoft Teams Meeting**



2. Families and friends may join the meeting on the web or by downloading the app to their smartphones/tablets/computers



3. Families and friends should then follow the prompts on their chosen devices to join the meeting